

TELECOMMUNICATIONS PRODUCTS AND SERVICES

FEES AND DELIVERY INTERVALS

Effective FY10 - The information provided herein is intended as a general guideline and is subject to change.

Name of Product or Service	Price or Fee	Delivery Interval/Schedule Force and workload permitting All days are business days
508 Compliant Equipment	Determined on an individual case basis	Determined on an individual case basis
Blue Light Phones	\$1,639	4-6 weeks
Line ISDN Install NEW When the Customer Has a Phone	Included in the monthly line/station rate	up to 5 lines 11 Days 6-14 lines 16 Days More than 14 lines, Negotiable
Line Analog NEW When the Customer Has a Phone	Included in the monthly line/station rate	up to 5 lines 11 Days 6-14 lines 16 Days More than 14 lines, Negotiable
Line ISDN Install NEW When a New Phone is Needed	See Phone ISDN Install NEW	21 Days
Line Analog NEW When a New Phone is Needed	Included in the monthly line/station rate	up to 5 lines 11 Days 6-14 lines 21 Days More than 14 lines, Negotiable
Line ISDN or Analog Move/Relocate Existing - No Equipment Needed	Included in the monthly line/station rate	up to 5 lines 11 Days 6-14 lines 16 Days More than 14 lines, Negotiable
Line Change Features (Soft Changes) No Equipment Needed	Included in the monthly line/station rate	1 line 3 Days 2-5 lines 5 Days 6-14 lines 7 Days More than 14 lines, Negotiable
Phone ISDN Install NEW	Model 6210 = \$224.61 Model 6220 = \$280.77 NT1 = \$120.57	Up to 49 sets 21 Days 50 sets or more, Negotiable
Phone Analog Install NEW	Meridian = \$123.84 Single Line Sets = \$34.72	21 days Merlin manufactured discontinued Sets are not available
Phone Change From Analog to ISDN	See Phone ISDN Install NEW	21 Days
Repair Activities	Included in the monthly line/station rate from 8 am – 3 pm Repair tech \$133.80 after 3pm	4 Hours
Residential Line Install Analog - Tariff Item	Service Discontinued Contact Institute Administrative Office (AO) for processing	N/A
Residential Line Install ISDN - Tariff Item	Service Discontinued Contact Institute Administrative Office (AO) for processing	N/A
Elevator Telephone Install	\$63 per month	14 Days
Modem Line (per elevator bank)	\$126 per month	

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Voice Line in Elevator Room	\$63 per month	
Red Phones	\$35- Non-Recurring Charge \$25 per month Line Fee	3 Weeks
NIH 102 Pager Support Paggers: - New Issue - Refurbished Repair: Provisioning PIN Swap RF Coverage/Expansion	\$120.00 per pager \$60.00 per unit * Vendor dependent Included in purchase price No charge service to IC (IT request required) Requirement dependent **The Electronic Facility associates can provide more detail during the initial requirements and set-up	5 days 5 days TBD – dependent upon availability of parts
LMR Two-way Radios Cost Provisioning Network Infrastructure Repair RF Coverage/Expansion Programming: - Set-up - Per Radio	Market value – based on customer requirements (quoted per request) Included in Purchase Price Requirement dependent Vendor dependent Requirement dependent Included in purchase price **The Electronic Facility associates can provide more detail during the initial requirements and set-up	Order processing timeline N/A TBD – dependent upon availability of parts and order processing timeline N/A N/A
Telephony Consultation	Individual Case Basis determined by contract vehicle/ negotiated terms	Negotiable
Tele-Work Solutions	See the Tele-Work Solutions Fee Schedule	
UCN –Unified Messaging/ Voicemail	N/C –included in Voice Mail Charge	4 days
UCN/Voice Transcription Service 508 Complaint	N/C	n/a
--Ultra Call Forward	\$200 per line \$6.30 per line monthly recurring charge	5 Days
--Call Forward (Off Switch)	N/C	1 Day
--FIOS/DSL w/ new line (Residential)	Service Discontinued Contact Institute Administrative Office (AO) for processing	N/A
--ISDN Lines (Residential)	Service Discontinued Contact Institute Administrative Office (AO) for processing	N/A

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--Analog Lines (Residential)	Service Discontinued Contact Institute Administrative Office (AO) for processing	N/A
Voice Mail Requests (Individual Boxes) 5 or fewer Changes	Included in the monthly line/station rate	4 Days
Voice Mail Requests (Individual) Add a box	Included in the monthly line/station rate	4-6 Days
Voice Mail MENU Set-up only	Included in the monthly line/station rate	4-6 Days
Purchase Order	Included in the monthly line/station rate	5-10 business days
Telecom Admin Reports	Included in the monthly line/station rate	Up to 5 BAC's – 11 days 6-14 BAC's 16 days or more
Voice Mail Menu/Tree (Programming)	Included in the monthly line/station rate	4–6 Days
Voice Mail Menu/Tree (Instructions)	Included in the monthly line/station rate	4–6 Days
Voice Mail Menu/Header Greeting	Included in the monthly line/station rate	4–6 Days
UCD (Universal Call Distribution) System Installation	Included in the monthly line/station rate	4–6 Days
UCD (Universal Call Distribution) System Training	Included in the monthly line/station rate	4–6 Days

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Product/Service	Price
Directory - Export the Content for an IC	\$500 export and preparation
Emergency Services Management	\$200 per hour
Expedite Processing	\$200 per order
No-Access Fee	\$100 per order
Fee For Not Using the DHHS Official Provider When Dialing Long Distance or Conference Calling	\$150 per invoice plus \$200 for expedite processing
Overtime (Change Order) Processing	\$200 per order
Call Center Management	\$100.00 per agent/monthly

Product/Service	Price
On-Call Schedule Change Fee (1 thru 5)	\$100 per Five Changes
On-Call Schedule Change Fee (Over 5)	\$50 per Change
Proprietary System M,A,C's (for discontinued equipment)	\$500 per order + Vendor direct bill
Project Management	No Charge
Remote-Access Account Management Fee (ISDN, Analog, DSL, FIOS)	Service Discontinued
Research and Development (New Technology Trials)	No Charge
Telephone Repair Expedite (Formerly 611)	\$200 per request + ASF direct bill
Ultra Call Forward Management Fee	\$200 per line \$6.30 per line monthly recurring charge

Revised 5/10/2010 For additional information contact the NIH IT Service Desk <http://itservicedesk.nih.gov/Support/>